

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

CASE MANAGEMENT SERVICES

Case managers must work for an agency that has been established for the purpose of providing case management services. Services must be made available to all eligible recipients and must be delivered by provider agencies on a statewide basis with procedures that assure 24 hour availability. The protection and safety of recipients, continuity of services without duplication, and compliance with Federal and State mandates and regulations related to servicing the targeted population must be met in a uniform and consistent manner. The client has the right to refuse case management and cannot be restricted from services because of refusal of case management services.

- F. The State assures that the provision of case management services will not restrict an individual's free choice of providers in violation of Section 1902(a)(23) of the Act.
1. Eligible recipients will have free choice of the providers of case management services.
 2. Eligible recipients will have free choice of the providers of other medical care under the plan.
- G. Payment for case management services under the plan shall not duplicate payments made to public agencies or private entities.

STATE <u>oklahoma</u>	A
DATE REC'D <u>9-30-97</u>	
DATE APPV'D <u>6-9-98</u>	
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SUPERSEDES: NONE - NEW PAGE

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

CASE MANAGEMENT SERVICES

A. Target Group: Persons with mental retardation and related conditions served by the Home and Community Based Waivers operated by the Department of Human Services/ Developmental Disabilities Services Division.

A. Areas of State in which services will be provided:

☒ Entire State.

☐ Only in the following geographic areas (authority of section 1915(g)(1) of the Act is invoked to provide services less than Statewide:

C. Comparability of Services

☐ Services are provided in accordance with section 1902(a)(10)(B) of the Act.

☒ Services are not comparable in amount, duration, and scope. Authority of section 1915(g)(1) of the Act is invoked to provide services without regard to the requirements of section 1902(a)(10)(B) of the Act.

D. Definition of Services: Case Management services are activities that assist the target population in gaining access to needed medical, social, educational and other services and supports. These support and services include those not provided under the Oklahoma Home and Community Based Services Waivers as well as those covered under the waivers.

Service	Unit	Limitation
Case Management	one (1) month	Maximum of 1 documented unit per month

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CASE MANAGEMENT SERVICES

E. Qualifications of Case Management Providers:

Case Manager Qualifications:

1. Be employed by the Department of Human Services, Developmental Disabilities Services Division.
2. Possess knowledge of:
 - a. case management methods, principles and techniques;
 - b. types of developmental disabilities represented within the caseload;
 - c. types of providers and services available for consumers;
 - d. the behavioral sciences and allied disciplines involved in the evaluation, care and training of persons with developmental disabilities;
 - e. interviewing principles and techniques;
 - f. counseling principles and techniques;
 - g. adaptive communication techniques and non-verbal communication.
3. Possess skill in:
 - a. managing a caseload;
 - b. effectively intervening in crisis situations;
 - c. working cooperatively and effectively with other professionals in a team situation;
 - d. collecting and analyzing information;
 - e. making decisions relating to services provided to consumers;
 - f. developing a logical and practical plan of treatment for consumers with developmental disabilities;
 - g. evaluating the progress of consumers and the quality of their habilitation programs;
 - h. communicating effectively;
 - i. mediating with providers and agencies to resolve problems.
4. Possess a bachelor's degree in human services field and one (1) year of professional experience working directly with persons with mental retardation or other developmental disabilities in social work, case management, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, nursing or a closely related field.

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State OKLAHOMA

CASE MANAGEMENT SERVICES

5. Possess a bachelor's degree in human services field and one (1) year of professional experience in social work, case management, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, nursing or a closely related field and one (1) year of experience working directly with persons with mental retardation or other developmental disabilities.
6. Possess a valid permanent Oklahoma license as approved by the Oklahoma Board of nursing to practice professional nursing (as interim work permit or a temporary license issued by the Oklahoma State Board of Nursing Education will be accepted as long as it remains valid; however, a valid permanent license must be obtained prior to the completion of the probationary period), and one (1) year of professional nursing experience working directly with persons with mental retardation or other developmental disabilities; or one (1) year of professional nursing experience, and one (1) year working directly with persons with mental retardation or other developmental disabilities.
7. Case managers will be required to possess necessary qualifications to be a Qualified Mental Retardation Professional as defined in the Conditions of Participation for Intermediate Care Facilities for the Mentally Retarded.

The case manager must provide documentation to supplement the plan of care which includes:

1. information supporting the selection of outcomes;
2. information supporting the approaches selected;
3. information supporting case management decisions and actions;
4. documentation of communication with the client and, as appropriate, his/her representative;
5. documentation of linkages with resources;
6. documentation of follow-up and monitoring of the plan;
7. other factual information relevant to the case.

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State OKLAHOMA

CASE MANAGEMENT SERVICES

Case management services may include the following:

1. Assessment
 - a. Receives referrals or client requests for case management services.
 - b. Conducts information gathering and assessment interviews including determination of the client's and, as appropriate, the family's/guardian's desires for, and/or satisfaction with, supports and services.
 - c. Conduct an assessment to determine client's and, as appropriate, family's needs for support and services.
2. Support/Service Planning
 - a. With the client and/or, as appropriate, his/her representative, develops the plan of care based on the assessed needs and identified client desires. The plan is developed in consultation with other professionals and providers, as necessary, to address the client's medical, social, education and other needs.
 - b. Identifies appropriate resources to meet clients and, as appropriate, the family's needs.
3. Services Coordination and Monitoring
 - a. Arranges for and coordinates the supports and services identified on the plan.
 - b. Through linkage, coordination, and advocacy assists clients in accessing community resources and information support systems as well as applying for publicly or privately funded services regardless of funding source.
 - c. Consistent with Section 1902(a)(23) of the Social Security Act, locates or recruits HCBWS providers to provide services and/or supports consistent with the client's plan.
 - d. Assist clients in locating appropriate living arrangements, arranging for and receiving appropriate medical care and/or locating appropriate employment or training.
 - e. Under the direction of the client and, as appropriate, his/her representative, provides ongoing monitoring and follow-up to ensure implementation of the plan of care.
 - f. Provides ongoing monitoring to assure services are being delivered and used as agreed to and in accordance with the policies of the DDS of the DHS.
 - g. Facilitates intervention during a crisis/emergency.

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CASE MANAGEMENT SERVICES

4. Reassessment

- a. Evaluates the client's status and needs periodically to assure the continued relevance of the plan of care.
- b. Implements changes in the plan of care.
- c. When services are terminated, the case manager may engage in activities which assist the client in gaining access to needed follow-up care and services.

Case management services do not include the following:

1. Physically escorting or transporting a client to scheduled appointments or staying with the client during an appointment.
2. Monitoring financial goals.
3. Providing specific services such as shopping or paying bills.
4. Delivering bus tickets, food stamps, money, etc.

Case management services may be provided when the case manager conducts a face-to-face interview with the client, the client's family as appropriate, the client's legal representative and case manager have worked together to achieve a plan, which is documented in the case record. The case manager must reassess the plan of care when necessary but at a minimum of annually. The client must not reside in the institutional setting. Case management services are designed to assist the individuals in accessing services. The client has the right to refuse case management and cannot be restricted from services because of a refusal for case management services.

F. Case Management Services

1. The State assures that the provision of case management services will not restrict an individual's free choice of providers in violation of Section 1902(a)(23) of the Act.
 - a. Eligible recipients will have free choice of providers of case management services.
 - b. Eligible recipients will have free choice of the providers of other medical care under the plan.
2. Payment for case management services under the plan shall not duplicate payments made to public agencies or private entities under program authorities for this same purpose.

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State: OKLAHOMA

CASE MANAGEMENT SERVICES

- A. Target Group: First time pregnant women and their infants. A first time mother is one who is expecting her first live birth, has never parented and plans on parenting this child, or is planning on placing this child for adoption. A first time mother may also be a woman who has been pregnant, but has not delivered due to abortion or miscarriage. A first time mother may also be a woman who is expecting her first live birth, but who has parented stepchildren or younger siblings. A first time mother may be a woman who has delivered a child, but her parental rights were legally terminated within the first few months of the child's life, or a woman who has delivered a child, but the child died within the first few months of life.

The pregnant woman must enter the program prior to the 28th week of gestation. Approval must be obtained for any first time pregnant woman to be enrolled after the 28th week of pregnancy.

Infants include all children born to the first time mother up to the age of 2 years.

- B. Areas of the State in which services will be provided:

- ☐ Entire State:
- ☐ Only in the following geographic areas (authority of section 1915(g)(1) of the Act is invoked to provide services less than Statewide:

- C. Comparability of Services:

- ☐ Services are provided in accordance with section 1902(a)(1)(B) of the Act.

New 03-17-98

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TN# New Page

Approval Date 4-13-98 Effective Date 3-17-98

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	<u>98-05</u>	

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CASE MANAGEMENT SERVICES

- ☒ Services are not comparable in amount duration and scope.
Authority of section 1915(g)(1) of the Act is invoked to provide services without regard to the requirements of section 1902(1)(10)(B) of the Act.

D. Definition of Services: Case management services are activities that assist the target population in gaining access to needed medical, social, educational and other services. Services are a set of interrelated face-to-face activities which include responsibility for locating, coordinating and monitoring appropriate services for an individual. Case management services must provide necessary coordination with providers of non-medical services, such as nutrition, psychosocial or health education programs, when these services are needed by the client. The case manager must coordinate these non-medical services with the needed medical services.

The purpose of case management services include:

1. A home visitation program which assists first time pregnant women and their infants in reducing low birth weight infants and infant mortality or morbidity;
2. Encourages the use of cost effective medical care by referrals to appropriate providers;

Service	Unit	Limitation
Case Management	one (1) per day	five (5) units per month

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CASE MANAGEMENT SERVICES

E. Qualifications of Case Management Providers:

Provider Qualifications:

1. Case Management agencies must be established for the purpose of providing case management services;
2. Must demonstrate that their staff is qualified and has experience working with the target group;
3. Must be certified as a qualified provider by the Oklahoma State Department of Health (OSDH);
4. Must comply with certification standards, set by the OSDH for governing and program management, and adopted by the OHCA;
5. Must demonstrate adequate administrative capacity to fulfill state and federal requirements;
6. Must maintain programmatic and financial records. Program records must show that the agency is able to develop and maintain assessment records. The financial records must include development of a management system which tracks costs associated with worker activities in a capacity which will fulfill State and Federal requirements;
7. Must render services without regard to the client's ability to pay;
8. Must comply with applicable federal and state regulations as set forth in interagency contractual agreements;
9. Must collect and submit data according to the OSDH cost reporting process that is used to determine the average cost on which the fee is based.

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Case Manager Qualifications:

1. Individuals providing case management services must be licensed Registered Nurses and be certified by the OSDH as having completed the initial phase of training for case management services for first time mothers and their infants, and be enrolled for any subsequent phases of required training. Targeted case managers for first time mothers and their infants must possess knowledge of:
 - a. case management methods, principles and techniques;
 - b. types of providers and services available for this population;
 - c. interviewing principles and techniques;
 - d. counseling principles and techniques;
 - e. child development;
 - f. the pregnancy cycle, including the pre-natal and post-partum periods, and;
 - g. cultural differences which impact pregnancy and child care.
2. Targeted case managers for first time mothers and their infants must possess skills in:
 - a. managing a case load;
 - b. making decisions relating to services provided to the target population;
 - c. communicating effectively;
 - d. problem solving, and;
 - e. mediating with providers and agencies.
3. Case managers must work for an agency established for the purpose of providing case management services. Case managers must work with an agency in which community based facility and institutional linkages affecting the target group exist. The client has the right to refuse case management services and cannot be restricted from services because of refusal of case management services.

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